Commonwealth Office of Technology

Rated Service Description

IBM z/OS Server CPU Hours: Batch Jobs and TSO Sessions - Prime Hours	Rate

MN10 Per CPU hour consumed $2,700

Consumed CPU cycles are measured in CPU Hours

z/OS CPU cycles are billed only as they are consumed, and are not analogous to elapsed (wall-clock) time. For example, a Batch job may take 10 minutes elapsed time from initiation to completion. However, based on wait-time, job priority settings, z/OS workload, etc., the job may only actually require 30 seconds of CPU time. The agency will be billed for the 30 seconds of CPU time actually consumed, regardless of the job's elapsed (wall-clock) time.

Prime hours are defined as 7:00 AM to 7:00 PM. Prime hours batch support is available from 7:00am to 5:00pm, Monday through Friday.

MN10   Includes the following HARDWARE

Hardware replacement: The replacement horizon is determined by COT and generally follows a 3-5 year cycle. Replacement specifics are dependent upon initial cost, vendor warranty, system software maintenance fees and/or agency application requirements.

Hardware maintenance costs are covered if the server hardware warranty has expired and COT elects not to replace the server immediately

MN10   Includes the following SOFTWARE

All software maintenance costs for system software and Commonwealth-approved z/OS support tools. Client is responsible for providing software client to access the mainframe (i.e. Attachmate, IBM PCOMM, QWS3270, etc.)

MN10   Includes the following SERVICES

Operations and Production Control support for the z/OS "batch" environment. Including, but not limited to, batch job submission, report dissemination via electronic media (i.e. Document Direct) and hard-copy, job automation via CA Scheduler Tools, batch job troubleshooting and ABEND support.

Hardware and operating system software configuration management

Installation of, and upgrades to, the IBM z/OS Operating System

All application systems and data housed on the z/OS server platform are included in the comprehensive Disaster Recovery methodology

Continuous system monitoring, workload balancing, fault detection and system alerts

7 X 24 X 365 onsite Operations staff

Connectivity to the z/OS platform from the Commonwealth's private data communications network

Intrusion detection and non-application security management

24 X 7 X 365 access to the Commonwealth Service Desk

z/OS Support Staff available on-site Monday - Friday, 7:00am to 6:00pm. Personnel are on-call for after-hours, emergency support at the rate of $75.00 per hour.

MN10   To Initiate Service or Report a Problem with this service
Please contact the Commonwealth Service Desk:

· 24x7 Phone support: 502-564-7576

· Toll free support number: 800-372-7434

· Via e-mail CommonwealthServiceDesk@ky.gov

You will also need to complete and submit the F-180 form to the Commonwealth Service Desk when you request to initiate this service. The F-180 form can be found here: http://technology.ky.gov/support/cot_forms.htm

Commonwealth Office of Technology

Rated Service Description

MN10	Additional Service Clarifications	2 of 2

External disk storage costs are usage-based and billed separately.

Backup and recovery services are included in the MN10 rate

Application Software assistance, like installing, debugging, trouble-shooting, upgrading, or otherwise supporting, application software, is available but is not included in the MN10 rate.

COT's oversees application software changes, to production servers, via the Change Management process. Non-scheduled and/or emergency application software changes require Emergency Change Management approval. In addition, COT reserves the right to bill the agency for COT personnel time associated with emergency changes.

If an agency initiates an "incident ticket" for a component(s) covered by the MN10 service, and it is ultimately determined the issue was application-related, COT reserves the right to bill the agency at the applicable hourly support rate.